

1. **RFP Reference:** General Billing Question

Question: Will the invoice for MITS be billed at the top level, the WBS level, or a level lower than WBS?

Response: The Invoice will be billed at the top level. **(NO CHANGE TO RFP)**

2. **RFP Reference;** General Billing Question

Question: How many invoices will need to be prepared on a bi-monthly basis?

Response: Separate vouchers are needed for Cost reimbursement and fee. Cost reimbursement may be vouchered bi-monthly. Provisional fee may be vouchered once per month in accordance with Clause B.6 **(NO CHANGE TO RFP)**

3. **RFP Reference:** General

Question: We have a very large prime contract with a single contracting officer. Our customer support is divided into six task orders with unique COTRs. The Past Performance Questionnaire assumes a single COTR for the entire contract. We see several options on how to respond: 1) Have only the CO respond to the questionnaire 2) Have the CO and one of the COTRs respond to the questionnaire 3) Have the CO and all six of the COTRs respond to the questionnaire 4) Have the CO and some of the COTRs respond to the questionnaire 5) Have the CO respond and create a consolidated response from the COTRs. As a suggestion, I would recommend that we have the CO respond for the overall management of the contract and then have two or three of the COTRs respond for the technical. With two or three technical responses you will get an accurate representation of our performance without limiting the evaluation to a single task area and without overwhelming you with responses from all six COTRs. How do you prefer that we respond?

Response: NASA's position is that the Past Performance should be obtained from the Contracting Officer and the Technical Representative. The Offeror should work with the cognizant Contracting Officer to obtain the most appropriate technical representative(s) response. **(NO CHANGE TO RFP)**

4. **RFP Reference:** General

Question: How will the MITS Contract be funded? Will the Government provide funding by CLN or individual Task Orders?

Response: The MITS contract will be funded by total contract only. **(NO CHANGE TO RFP)**

5. **RFP Reference:** General

We are prepared to, and capable of, performing 51% of the work on this contract; however, because our Team will include a total of 8 Small Businesses we would like to provide our small business partners with as much of a work share as possible.

Question: Is there a requirement for the Prime to perform 51% of the work associated with this contract?

Response: The prime contractor must perform 51% of the contract. The only exceptions are (1) if there is a joint venture that meets the size standard of NAICS Code 517110 or (2) a teaming agreement with small businesses under this size that has been approved by the Small Business Administration. **(NO CHANGE TO RFP)**

6. **RFP Reference:** General

Question: Is there at this time any likelihood that the date for the turn-in of proposal will slip to the right?

Response: No. **(NO CHANGE TO RFP)**

7. **RFP Reference:** General

Question: Please provide incumbent information such as contract amount, contractor name, any subcontractors, and number of employees and period of performance.

Response: All available information has been provided in Section L-B of the RFP or posted to the MITS website at <http://mits.msfc.nasa.gov>. **(NO CHANGE TO RFP)**

8. **RFP Reference:** General

Question: How many services in this contract do you foresee having shift operations?

Response: One Service. PWS 4.1.5, Customer Support Center. **(NO CHANGE TO RFP)**

9. **RFP Reference:** General

Question: What services in this contract will have a continuous 24 hour shift requirements?

Response: PWS 4.1.5, Customer Support Center. **(NO CHANGE TO RFP)**

10. **RFP Reference:**

Question: As per EO 13495 "Nondisplacement of qualified workers under service contract", would a large portion of the existing incumbent workforce be part of this requirement.

Response: EO 13495 is effective, but not applicable to this solicitation since it has not been incorporated in the Federal Acquisition Regulations. **(NO CHANGE TO RFP)**

11. **RFP Reference:** Collective Bargaining Agreement; Article 15, Section 1-c
Vacations for all employees on the active payroll of the Corporation as of the effective date of this Agreement will accrue as follows:

LENGTH of SERVICE	AMOUNT of VACATION
0 to 5 years	10 days per year (80 hours)
5 yrs to 10 years	15 days per year (120 hours)
10 years to 15 years	20 days per year (160 hours)
15 years plus	Beginning with the 15 year and going forward, add an additional day to the above 20 days until a maximum of 26 days is reached.

Question: To allow Offerors to accurately price vacation accrual levels for the represented workforce, will the Government provide the number of incumbent employees currently in each of the "Length of Service" ranges?

Response: No, this information will be provided upon award as required by the Service Contract Act (SCA). Incumbent contractors view this as proprietary information. The SCA does not require the release of this information until 10 days prior to current contract completion (29 CFR 4.6 (K)(2)(2)). **(NO CHANGE TO RFP)**

12. **RFP Reference:** Collective Bargaining Agreement; Article 20, Section 1-b
The CBA provides a table of Current Cost and Contributions that details the number of employees electing each health insurance classification and the Current and New employee cost associated with each classification.

Question: On what contribution frequency (weekly, biweekly, etc) are the Current and New employee costs for health insurance based?

Response: Frequency shall be in accordance with the terms and conditions of the health insurance carrier but shall not be less often than quarterly (29 CFR 4.175 (d)). However, for the payment of fringe benefits in general, it must be no less often than biweekly (29 CFR 4.165 (a)(1)). **(NO CHANGE TO RFP)**

13. **RFP Reference:** Collective Bargaining Agreement; Article 20, Section 1-b
The CBA provides a table of Current Cost and Contributions that details the number of employees electing each health insurance classification and the Current and New employee cost associated with each classification.

Question: The CBA does not detail where, exactly, the union members are dispersed across the PWS. In order to properly allocate union members into

corresponding PWS areas, it would be helpful to know where they exist today. Will the Government please provide this information so offerors, other than the incumbent, can properly distribute union employees to the appropriate PWS area?

Response: There are approximately 50 union members represented by the Communications Workers of America. The primary work they perform involves: Illustrators, Technical Writers, Reproduction Technicians, Repository Technicians, Service Order Dispatcher, and Supply Clerk. **(NO CHANGE TO RFP)**

14. **RFP Reference:** Section B.6,

Question: Please compare/contrast the difference between an Award Fee versus Fixed Performance Fee.

Response: The Fixed Performance Fee Implementation is defined in Clause B.6, Attachment J-4 and J-5. **(NO CHANGE TO RFP)**

15. **RFP Reference:** Section B.6.c

Question: This is a small business requirement and the FAR allows for twice a month billing; will Marshall allow invoicing in accordance with the FAR?

Response: Yes for reimbursement of costs. See response to Question 2. **(NO CHANGE TO RFP)**

16. **RFP Reference:** Section B.6.c

FAR 52.216-8 allows for fixed fee payment of at least 85%. The withhold cannot exceed 15% or \$100,000.00 whichever is less. The provisional fee billing reads as though it is an award fee contract.

Question: Will Marshall allow fee billing in accordance with the FAR for the fixed fee portion?

Response: The withholding in FAR 52.216-8 applies to the contract at completion. The fixed performance fee will be invoiced in accordance with provisions of Clause B.6. Fixed Performance Fee billing will be in accordance with the provisions of Clause B.6 which are in addition to those in FAR 52.216-8. **(NO CHANGE TO RFP)**

17. **RFP Reference:** Section B.6.c

Question: The last sentence of paragraph B.6(c) states "The Contractor may invoice one sixth (1/6) of that amount." Please clarify the intent of this sentence as previous statements say that the contractor can bill provisional fee on a monthly basis at the lesser of 70 percent or the prior period's percent earned.

Response: The provisional fee is determined on a 6 month basis, so to invoice for 1 month would be 1/6th of the total. To determine the 6 month basis, it is the lesser of 70 percent of total potential fee for that period or the prior period's percent earned.
(NO CHANGE TO RFP)

18. **RFP Reference:** Clause E.2, page E-1

Question: Can the government clarify that the Marshall Management Manual MPD 1280.1 has been provided in the Electronic Reading Room?

Response: MSFC documents, including MPD 1280.1, are available at <https://repository.msfc.nasa.gov/directives/> **(Changed Attachment J-9)**

19. **RFP Reference:** Section E.3

Question: Paragraph E.3 states that changes in quality requirements "shall not give rise to an equitable adjustment to the estimated contract value, including both cost and fixed fee." Please clarify how incurred costs to comply with quality requirements under a cost type contract won't result in an equitable adjustment. Does this mean that the Government will decrease scope somewhere else if a change in quality requirements requires additional support?

Response: No. Actual Allowable Cost will be reimbursed, however; the estimated contract value will not be adjusted based solely on a change in quality requirements in accordance with Clause E.3. **(NO CHANGE TO RFP)**

20. **RFP Reference:** Section G.18

Question: Are the Photographic Laboratory Technicians still needed in this contract?

Response: No, these positions will be deleted **(Clause G.18, Page L-C-25, J-3-2 and J-3-3 have been changed in this amendment)**

21. **RFP Reference:** Section G.3.c

Question: Paragraph (c) is missing from the section. Paragraph (d) requires offeror to use applicable paragraphs (b) or (c) of this clause. Is the section misnumbered or has paragraph (c) been omitted?

Response: The section was misnumbered. Paragraph (c) is included. **(Clause G.3 has been changed in this amendment)**

22. **RFP Reference:** Sections G.6.a and G.7.c

Question: The property clauses appear to conflict. Paragraph G.6(a) states that the "Contractor shall provide all property required for the performance of this

contract" while G.7 indicate that property will be provided by the Government. Please clarify.

Response: Clause G.7 indicates what property will be provided and Clause G.6 requires that the contractor get Contracting Officer written authorization to acquire additional property. **(NO CHANGE TO RFP)**

23. **RFP Reference:** Section H.17.b

Question: Please clarify the meaning of "any IT resource procurement."

Response: IT resources is defined as any applications(s), equipment, interconnected system(s) or subsystem(s) of equipment that is used in the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. **(NO CHANGE TO RFP)**

24. **RFP Reference:** Section H.2 and H.3

Question: Please clarify sections H.2 - Mitigation of Organizational Conflicts of Interest (OCI) and H.3 - Limitation of Future Contracting. Has the MITS Contracting Officer made any formal determination on the work scope for the MITS contract related to potential OCI activities that would exclude the MITS prime contractor (and any team members or subcontractor) from being eligible to pursue specifically any of the upcoming five NASA I3P solicitations? If so, please indicate what specific I3P solicitation(s) the MITS contractor team will be ineligible to pursue. If the MITS Contracting Officer has determined that prime and subcontractors who perform the MITS contract do not pose an OCI risk for any of the NASA I3P solicitations, please make a definitive confirmation of that in your response to this question.

Response: Formal determination by the Contracting Officer cannot be made until the Offeror provides their preliminary analysis of possible organizational conflicts of interest that might flow from the award of this contract and how such potential conflicts will be either avoided or mitigated as required by Section L, MT1, j. **(NO CHANGE TO RFP)**

25. **RFP Reference:** Section H

Question: Ref. Section H.8 - Absorption of SOW changes questioned. What is the purpose of denying reimbursement for NASA directed contract changes resulting in decrease or increase up to \$100K for each change to the contract and cumulative for each year less than \$1M? This seems to contradict FAR 52. 243-2, Changes – Cost Reimbursement (Aug 1987) and the basis for performing under a cost reimbursable program.

Response: The purpose is not to deny reimbursement, but only to preclude changing the contract value and potential fixed performance fees for what are considered to be small changes. The effect will be to lessen administrative burden on the contractor and the government. All otherwise allowable cost will be reimbursed. **(NO CHANGE TO RFP)**

26. **RFP Reference:** Attachment J-1 Section 1.1

Question: “The contractor shall: (a) operate and maintain existing equipment, software and services; (b) gather, analyze, define, and document systems requirements; and (c) plan, design, develop or acquire, integrate, test, and implement new systems or enhancements to existing systems for the following services:” Is there an inventory of existing equipment, software and services available for review? There may be portions of legacy environments that will impose restrictions on proposed solutions that we need to be aware. A baseline of this would be requested in order to adequately integrate legacy solutions and provide a realistic proposal prior to submitting a response to this PWS.

Response: The reference statement is part of the Mission Statement and was not intended to be a comprehensive list. Specific lists of equipment, software, and services are throughout Attachment L-B, Background and Historical. All available information has been provided in the RFP. **(NO CHANGE TO RFP)**

27. **RFP Reference:** Attachment J-1 Section 2.0

Question: Reference J-1 Multiple sections (2.0), J-2 Multiple MA DRD's; It is clear that the government intends for the contractor to use the Management Information Control System (MICS) application. Several User Guides have been released to help bidders understand MICS, however the detailed implementation of MICS cannot be fully understood from these documents unless you are an incumbent. Would the government consider publishing a matrix that defines the total implementation of MICS?

Response: No. Such a matrix does not exist. **(NO CHANGE TO RFP)**

28. **RFP Reference:** Attachment J-1 Section 2.0

Question: What is the number of incumbent employees involved in project management, financial mgmt, contract administration, procurement, asset mgmt., security, safety, facilities mgmt, and quality mgmt?

Response: All releasable information has been provided in the RFP. **(NO CHANGE TO RFP)**

29. **RFP Reference:** Attachment J-1 Section 2.5

Question: Custodial Versus User Requirements: Our interpretation of PWS Paragraph 2.5 is: The current Logistic Services contractor will be responsible for the “custodial” requirements associated with the MITS Installation Accountability Government Property (IAGP) that meets “control” thresholds with the MITS contractor only responsible for “user” requirements for the controlled IAGP. Is this an accurate understanding?

Response: Yes **(NO CHANGE TO RFP)**

30. **RFP Reference:** Attachment J-1 Section 2.5

Question: Definition of IAGP Not Meeting Control Thresholds: What is the definition of IAGP that does not meet control thresholds that the MITS contractor will be responsible for record keeping, physical inventory, financial control and reporting?

Response: Property under \$5K that is not categorized as sensitive. **(NO CHANGE TO RFP)**

31. **RFP Reference:** Attachment J-1 Section 2.5

Question: Inventory of Non Controlled IAGP The MITS contractor is required to develop, implement, and control IAGP that does not meet control threshold definitions. Is there a current inventory of non controlled IAGP available?

Response: The provided list includes non-controlled equipment with an acquisition value over \$100. Equipment items below \$100 and bench stock material is approximately 1,500 items and is dynamic. Due to the dynamic nature of this list, it will be provided during the transition period. **(NO CHANGE TO RFP)**

32. **RFP Reference:** Attachment J-1 Section 2.9

Question: Does the contractor need to be ISO9001:2000 certified at the time of award or if not does he get sufficient time to be compliant after award?

Response: The contractor's quality system shall be compliant at full assumption of contract responsibilities. **(NO CHANGE TO RFP)**

33. **RFP Reference:** Attachment J-1 Section 3.3

Question: We do not see any type of acceptable usage technology statements. Is there a full list of current technologies being used (legacy support – per mission statement)? Technologies such as wireless have a unique set of security parameters to deal with and knowledge of all aspects of the technologies involved would be useful.

Response: All available information has been provided in the RFP. The Offeror is not required to assess current security technologies or to recommend new security solutions in their proposal. **(NO CHANGE TO RFP)**

34. **RFP Reference:** Attachment J-1 Section 3.4 COOP and DR Plan

Question: We respectfully request access to: NASA NPR 1040.1, NSA COOP Procedural Requirements. Current access is denied.

Response: NPR 1040.1 has been added to the MITS Reading Room. **(NO CHANGE TO RFP)**

35. **RFP Reference:** Attachment J-1, Section 3.5

Question: Can the design solution for the MEOVs be made available?

Response: Yes. In addition to the information provided in Attachment L-B, Background and Historical, specifications for CRR and DRR have been posted to the MITS reading room. **(NO CHANGE TO RFP)**

36. **RFP Reference:** Attachment J-1, Section 3.5

Question: How are the MEOVs 'connected' when operating?

Response: The MEOVs are currently planned to have both standalone capability (i.e. NASA Satellite connection) and umbilical cable (i.e. wired connection). **(NO CHANGE TO RFP)**

37. **RFP Reference:** Attachment J-1, Section 3.5

Question: The contractor shall provide sustaining engineering, operation and deployment of the MAF Mobile Emergency Operations Vehicles (MEOVs) including obtaining proper vehicle maintenance. In order to perform these services, the contractor shall: Ensure that necessary technical staff and driver maintain Commercial Driver's Licenses (CDL) to transport and operate the MEOVs in the event of a high risk/catastrophic event to MAF or alternate/remote sites. The contractor shall be responsible for providing the technical expertise during the event

to support all aspects of IT support for the equipment, even on extended deployments in requested. Maintain the proper licenses and certifications required to properly operate the equipment contained in the MEOVs. Question: Please clarify “proper vehicle maintenance” (i.e. shop technicians?) and “Maintain the proper licenses and deployments.” Does this mean that shop technicians will need to be proposed who make repairs and perform maintenance on the vehicle? Which licenses and certification are required to operate the equipment contained in the MEOV (i.e. HAM radio licenses, MSCE, etc.)?

Response: MSFC transportation personnel (i.e. shop technicians) will perform the vehicle maintenance but the MITS contractor must schedule and take the vehicle to the MSFC transportation personnel for maintenance, as appropriate. IT included in the MEOV must be maintained as all other NASA IT following NASA IT policies (e.g. system patching, virus support). There is a requirement for at least 1 person with a CDL and 1 person HAM operator license. **(NO CHANGE TO RFP)**

38. **RFP Reference:** Attachment J-1, Section 3.5

Question: This question is regarding the MAF Mobile Emergency Operations Vehicles (MEOV). This appears to require knowledge and support of the MEOV more than security requirements. Why is this listed within the security section 3 as opposed to an operational section as it typically would not be part of an IT security type solution?

Response: Work is organized in the PWS as NASA desires to monitor the work being performed. The entire service is to be estimated and tracked to PWS 3.5. **(NO CHANGE TO RFP)**

39. **RFP Reference:** Attachment J-1, 5.1

Question: Attachment J-1, Sect. 5.1, Telephone Services - Available printing facilities. Will Contractor be able to utilize the MSFC printing services for the printing of the MSFC and MAF Telephone Directories and if so what format is required?

Response: No, per J-1, Section 5.1.k, online Telephone Directory only. **(NO CHANGE TO RFP)**

40. **RFP Reference:** Attachment J-1 5.2

Question: Ref. Attachment J-1, Sec 5.2, Facsimile Services - Upgrade and repair of fax equipment. Is it NASA's intent to procure/upgrade defective faxes to the most currently available after a failure or repair the existing defective fax machine?

Response: : As this technology is phased out, a decision to repair or replace/upgrade will be made on a case by case basis dependent upon customer requirements. **(NO CHANGE TO RFP)**

41. **RFP Reference:** Attachment J-1 5.2

Question: Ref. Attachment J-1, Sec 5.2 Facsimile Services - Upgrade and repair of fax equipment. Contractor will need to know the make and model of the fax machines to be supported if they are to be repaired.

Response: As this technology is phased out, a decision to repair or replace/upgrade will be made on a case by case basis dependent upon customer requirements. All available information on the number of facsimile machines has been provided in the RFP. Make and model is not considered to be significant since major repairs will not be required. **(NO CHANGE TO RFP)**

42. **RFP Reference:** Attachment J-1 5.2

Question: Ref. Attachment J-1, Sect 5.2 Facsimile Services - Upgrade and repair of fax equipment. Does NASA currently have any fax machines transmitting Classified documents and if so will the contractor technician require any special security clearances to work on these fax machines?

Response: Yes, NASA has facsimile machines capable of transmitting Classified documents but the work in PWS 5.2 does not require any special security clearances to work on these facsimile machines. **(NO CHANGE TO RFP)**

43. **RFP Reference:** Attachment J-1 5.3

Question: Ref. Attachment J-1, Section 5.3, p. J-1-29. "The contractor shall provide Cable Plant Services for all outside cable plant media (fiber and copper) and all fiber optic media (both inside and outside) support for MSFC and MAF." Will the Government provide the necessary materials (e.g., cable: fiber and copper) or is the Contractor to provide as an ODC that is inclusive of the ODC plug numbers? If the Contractor is to provide materials as an ODC, please provide the necessary specifications (e.g., type, connector, and other relevant information).

Response: The contractor shall provide these materials and the cost of such material was included in Government provided plug numbers. **(NO CHANGE TO RFP)**

44. **RFP Reference:** Attachment J-1 5.3

Question: Ref. Attachment J-1, Sect 5.3 Cable Plant - Repair of Cable Plant. Does NASA expect Contractor to provide material and labor for repair of existing

cable plant or will this be a billable item? That is, will Contractor only be responsible for warranty and repair of cable plant that Contractor has installed?

Response: The contractor is to provide all necessary labor and material to provide the service. Cost of material was included in the Government provided plug numbers. **(NO CHANGE TO RFP)**

45. **RFP Reference:** Attachment J-1 5.3

Question: Ref. Attachment J-1, Sect 5.3 Cable Plant - Special cable equipment. Will there be any special cable equipment that may be GFE'd, like manhole safety equipment, road safety equipment, splicing equipment both fiber and copper etc?

Response: All required equipment is installation provided with the exception of personal protective equipment that requires sizing. **(NO CHANGE TO RFP)**

46. **RFP Reference:** Attachment J-1 5.4

Question: Ref. Attachment J-1, Sect 5.4 Radio Frequency (RF) Spectrum Management and Attachment L-B page 37 - Clearances required. Since Spectrum management supports flight requirements are there special clearances required for this service?

Response: No, special clearances are not required. **(NO CHANGE TO RFP)**

47. **RFP Reference:** Attachment J-1 5.4

Question: Ref. Attachment J-1, Sect 5.4 Radio Frequency (RF) Spectrum Management and Attachment L-B page 37 - Part numbers required for RF-equipment maintenance. Contractor requests the model and software of the GFE'd Motorola Smartnet Radio System both at MSFC and MAF to include model numbers of the portable, mobiles and fixed radios to be supported.

Response: All available information has been provided in Attachment L-B-38 and 39. The exact model number is not considered significant for the work required. **(NO CHANGE TO RFP)**

48. **RFP Reference:** Attachment J-1 5.5

Question: Ref. Attachment J-1, Sect 5.5 Emergency Telecommunications - Software level of EWS systems required. Would NASA provide the make model and software level of EWS systems, both local and remote equipment?

Response: All available information has been provided in Attachment L-B-41 and 43. The exact make, model number and software level of EWS is not considered significant for work the required. **(NO CHANGE TO RFP)**

49. **RFP Reference:** Attachment J-1 5.5

Question: Ref. Attachment J-1, Sect 5.5 Emergency Telecommunications and Attachment L-B page 40 - Radio systems support requirement. If we are to support, would NASA provide the make and model of the Multi Band armature Radio?

Response: All available information has been provided in Attachment L-B-40. **(NO CHANGE TO RFP)**

50. **RFP Reference:** Attachment J-1 7.5

Question: Attached J-1 PWS 7.5 [pg J-1-39] Regarding Backup and Storage. Question 1: Will all systems be backed up at the same frequency (i.e. nightly, weekly)? Question 2: If not, how many systems will be backed up at each frequency?

Response: Backups are done incrementally Sunday through Friday with a full backup done on Friday. Currently, 184 of the systems listed in Background and Historical are backed-up. **(NO CHANGE TO RFP)**

51. **RFP Reference:** Attachment J-1 8.0

Question: Are any of the AVIS related staff located at Michoud Assembly Facility? If so, how many? General?

Response: No. **(NO CHANGE TO RFP)**

52. **RFP Reference:** Attachment J-1 8.0

Question: What editing platform (Avid, Final Cut Pro) is currently used for video productions?

Response: Final Cut Pro is currently used for editing video productions. **(NO CHANGE TO RFP)**

53. **RFP Reference:** Attachment J-1 8.5

Question: Can NASA provide a complete list equipment list available in the television and video studio?

Response: The equipment list for television and video studio has been added to the MITS reading room. **(NO CHANGE TO RFP)**

54. **RFP Reference:** Attachment J-1 2.0.f

Question: Will the time involved in training the contractor personnel be reimbursed by NASA.

Response: Cost will be reimbursed for direct charged personnel for training that is necessary to perform the contract that has been coordinated with the Government.
(NO CHANGE TO RFP)

55. **RFP Reference:** Attachment J-1 2.2.a

Question: Which contractor currently maintains the Management Information Control System (MICS)?

Response: UNITeS Contractor **(NO CHANGE TO RFP)**

56. **RFP Reference:** Attachment J-1 2.2.D

Question: Is the PPBE used similar to the one used by the Department of Defense for its various projects?

Response: NASA cannot comment on DoD's process. **(NO CHANGE TO RFP)**

57. **RFP Reference:** Attachment J-1 2.2.e

Question: At what frequency are the cost reports to be submitted to NASA?

Response: Monthly per DRD 1292MA-010 **(NO CHANGE TO RFP)**

58. **RFP Reference:** Attachment J-1 2.3.b

Question: Does NASA already [have] has an online documentation management system in place which the contractor can utilize or does the contractor have to develop a new system?

Response: Yes, the Government will provide an on-line documentation management system which will be maintained and used by the contractor. **(NO CHANGE TO RFP)**

59. **RFP Reference:** Attachment J-1 2.3.g

Question: Please clarify the reference to the term "previous contracts". Have the contractors created documentation based on their systems?

Response: All documentation referenced in PWS 2.3.g is property of the Government and created using installation provided tools that will be provided to the contractor. **(NO CHANGE TO RFP)**

60. **RFP Reference:** Attachment J-1 2.5 and 7.14d

Question: Use of Government SAP Property Management System Will the Government allow the MITS contractor to use the current Government SAP property management system including using Government tags for record keeping, physical inventory, and financial control and reporting of the non controlled IAGP?

Response: No, PPE and government barcodes will not be available for non-controlled IAGP items. **(NO CHANGE TO RFP)**

61. **RFP Reference:** Attachment J-1 2.6.j

Question: "The NASA enterprise anti-malware solution for desktops and laptops is provided by the ACES contract (see P1.6.3.7.3). The NASA enterprise anti-malware solution for servers is provided by the NEDC contract." Where can these be found?

Response: These contracts have not been awarded. Information on the I3P Solicitations is available at <http://i3p-acq.ksc.nasa.gov/i3p/default.cfm> **(NO CHANGE TO RFP)**

62. **RFP Reference:** Attachment J-1 2.6.1

Question: Does the NASA SOC currently have the capacity to change and device configuration they are monitoring or receiving log information from? To what degree does this support facility have in regards to affecting daily operations? That is, can they shut down routers, firewalls or other network critical services when they deem it necessary?

Response: NASA does not expect this to materially impact performance by the contractor. Specific information can not be provided due to security considerations. **(NO CHANGE TO RFP)**

63. **RFP Reference:** Attachment J-1 2.6.1.I

Question: "The Contractor shall make available logs from any information system to the NASA common logging environment, as requested by the NASA SOC." Please describe the requirements and characteristics of the "NASA common logging environment"?

Response: NASA logging requirements are specified in NPR 2810.1a, Chapter 21. Further, it requires that these logs be made available to the NASA SOC when required. **(NO CHANGE TO RFP)**

64. **RFP Reference:** Attachment J-1 2.6.1.m

Question: The Contractor shall provide a logging environment that centrally captures and retains logs from all information systems provided under this contract." Please describe the requirements and characteristics of the Contractor-provided logging environment.

Response: NASA logging requirements are specified in NPR 2810.1A, Chapter 21. Further, it requires that logs for systems under this contract be consolidated centrally. **(NO CHANGE TO RFP)**

65. **RFP Reference:** Attachment J-1 3.3a

Question: This section describes periodic vulnerability scanning. Is there (or has there) ever been any type of directed penetration testing either external or internal to the network infrastructure?

Response: Yes **(NO CHANGE TO RFP)**

66. **RFP Reference:** Attachment J-1 3.6.1

Question: "Document all cases utilizing a NASA provided tool that is managed by the NASA Security Operations Center (SOC) located at the Ames Research Center." Question: Will this center continue to exist in its current capacity for this PWS?

Response: Yes **(NO CHANGE TO RFP)**

67. **RFP Reference:** Attachment J-1 4.1.5

Question: Attachment J-1 PWS 4.1.5 [pg J-1-21 to J-1-22] Question: Please clarify the process by which MITS Tier II/III will receive service requests and trouble tickets from the agencywide Tier I service provider.

Response: There will be an electronic hand-off from Level I to MITS Level II. **(NO CHANGE TO RFP)**

68. **RFP Reference:** Attachment J-1 4.1.5

Question: Attachment J-1 PWS 4.1.5 [pg J-1-21 to J-1-22] Question: Please confirm that the MITS Tier I Customer Service Center is unrelated to the MITS Tier II / III support described in para 4.1.5.

Response: Yes, it is unrelated. Tier I support provided in MITS is for services to support the operation of the Center, such as those for MSFC Center Operations, Facility Work Request System, Logistics and Environmental. **(NO CHANGE TO RFP)**

69. **RFP Reference:** Attachment J-1 4.1.5

Question: Attachment J-1 PWS 4.1.5 [pg J-1-21 to J-1-22] Question: Please confirm that requirements 4.1.5.a thru 4.1.5.l are specific to the MITS Tier I Customer Service Center.

Response: No, the requirements are for the relevant Tier I through Tier III services as required by the MITS PWS. **(NO CHANGE TO RFP)**

70. **RFP Reference:** Attachment J-1 4.1.5

Question: Attachment J-1 PWS 4.1.5 [pg J-1-21 to J-1-22] & Attachment L-B [pg L-B-33] Question: With respect to the historical data on the number of calls received & the number of tickets opened by the Customer Service Center [ref pg L-B-33], can NASA provide the percentage of activity related to MITS PWS elements and 'Center unique services not in MITS'.

Response: Approximately 70% is MITS and 30% is "Center unique services not in MITS". **(NO CHANGE TO RFP)**

71. **RFP Reference:** Attachment J-1 4.1.5

Question: Attachment J-1 PWS 4.1.5 [pg J-1-21] "...support and problem routing for Center unique services not in MITS..." Question: Please define 'Center unique services not in MITS'.

Response: Tier I support provided in MITS is for services to support the operation of the Center, such as those for MSFC Center Operations, Facility Work Request System, Logistics and Environmental. **(NO CHANGE TO RFP)**

72. **RFP Reference:** Attachment J-1 5.0 & 5.1

Question: Attachment J-1 PWS 5.0 & PWS 5.1 [pg J-1-28] Historical data indicates MSFC & MAF use PABX for telephone service, while NSSTC uses VOIP. PWS 5.0 & 5.1 require telephone service at MSFC & MAF only. Question 1: Should 5.0 & 5.1 be updated to include NSSTC? Question 2: Does 5.1.g only refer to NSSTC?

Response: 1) NSSTC is considered part of MSFC for this service. 2) Yes **(NO CHANGE TO RFP)**

73. **RFP Reference:** Attachment J-1 5.0 & 7.0

Question: In both PWS 5.0 and 7.0, systems and circuits are located in various buildings across the MSFC campus and off-site locations such as NSSTC and

others with Huntsville and Madison and attachment J-8 lists government-owned vehicles. We understand that additional vehicles are used in the performance of the MITS specific work effort supporting these requirements. Can the government please clarify if these additional vehicles are acquired through GSA and if so will they be made available for transfer to the successor contract and, if not, are other vehicles provided for vicinity travel and/or is vicinity travel payment authorized?

Response: The additional vehicles are acquired by the contractor through GSA. The successful offeror will be authorized to obtain necessary GSA vehicles. **(NO CHANGE TO RFP)**

74. **RFP Reference:** Attachment J-1 5.1.f.

Question: On pages J-1-28, the Government lists pager service, cellular telephones, and wireless communications services for authorized emergency personnel. On page L-B-17, the Government lists Cell Phones/Pagers/Radio Services as functions provided by the Network, Telecom, and Desktop Services office with the Office of the CIO and an asterisk denotes those as MITS functions. Can the Government provide an expected quantity (specific or range) of the devices or personnel to be supported with this service?

Response: This service is being deleted from the MITS solicitation and is covered by the ODIN Contract and then by ACES contract. **(Changed Attachment J-1, 5.1.F Reserved)**

75. **RFP Reference:** Attachment J-1 5.1.j

Question: Ref. Attachment J-1, Sect 5.1.J - Operator Services. NASA is asking for Operator services that are currently being provided from NISC. Is this function to be taken from the NISC and included in Telephone Services?

Response: Yes **(NO CHANGE TO RFP)**

76. **RFP Reference:** Attachment J-1 5.1.f

Question: PWS 5.1f, the Government asks the Contractor to provide "pager, cellular, wireless for emergency personnel", yet there appear to be no quantities of cellular or wireless devices in the Historical and Background section (Appendix L-B). Will the Government provide quantities of cellular and wireless devices that are currently supported and expected to be supported during MITS?

Response: This service is being deleted from the MITS solicitation and is covered by the ODIN Contract. **(Changed Attachment J-1, 5.1.f Reserved)**

77. **RFP Reference:** Attachment J-1 6.4 & 8.0

Question: Attachment J-1 PWS 6.4 [pg J-1-34] & PWS 8.0 [pg J-1-42]
Regarding union labor shift work & hire date. Question: Is any union shift work involved? Please provide the number of union FTEs by labor category by shift and by PWS section. Please provide a list of hire date for each of the union employees.

Response: Union shift work is involved, reference the CBA provided in the MITS electronic reading room. Information regarding hire dates for each union employee will be provided upon award. **(NO CHANGE TO RFP)**

78. **RFP Reference:** Attachment J-1 MT1.f

Question: MT1.f states, “ The Offeror shall provide complete information concerning the various methods and/or techniques to be used in planning, scheduling, processing, controlling and completing the Performance Work Statement tasks, both routine and special.” MT1.j states, “The Offeror shall describe their approach to executing the tasks in the Performance Work Statement, while complying with Clause H.2, “Mitigation of Organizational Conflicts of Interest”, Clause H.3, “Limitation of Future Contracting” and Clause H.4, “Organizational Conflicts of Interest Mitigation Plan.” The Offeror shall provide a preliminary analysis of possible organizational conflicts of interest that might flow from the award of this contract, including identification of any potential organizational conflicts of interest and how such potential conflicts will be either avoided or mitigated.” Our question for clarification is in which of these (MT1.f or MT1.j) should the Offeror address approach to each PWS (1.0 thru 8.0)?

Response: The clarification should address methods and/or techniques to be used in planning, scheduling, process, controlling and completing the PWS tasks in MT1.f. Address only potential OCI's and how they will be either avoided or mitigated in MT1.j. **(NO CHANGE TO RFP)**

79. **RFP Reference:** Attachment J-1

Question: To account for costing how many systems exist and for how many of those is the contractor designated as a System Manager.

Response: An estimate of the current managed systems can be obtained throughout Attachment L-B, Background and Historical. **(NO CHANGE TO RFP)**

80. **RFP Reference:** Attachment J-2 DRD 1292MA-009

Question: Ref. Attachment J-2, DRD1292MA-009, p. J-2-32. Is it the Government's intent to require NASA Form 533I (Initial) at the inception of the MITS Contract and 533Q (Quarterly) on a quarterly basis in addition to the monthly 533M?

Response: Quarterly requirements will be removed from DRD 1292MA-009.
(Changed Attachment J-2 DRD 1292MA-009 number 7).

81. **RFP Reference:** Attachment J-5 2.1

Question: Ref. Attachment J-5, p.J-5-2. "...distribute the OCIO Monitor Survey questionnaire to each of the contract monitors within OCIO." How many contract monitors will complete the OCIO Monitor Survey questionnaire? Will there be a contract monitor for each of the PWS areas beginning with PWS 2.0 – 8.0?

Response: The total number of contract monitors and their responsibilities has not been established. Contract monitors will be appointed by the COTR. **(NO CHANGE TO RFP)**

82. **RFP Reference:** Attachment J-5 2.1

Question: Ref. Attachment J-5, p.J-5-2. "...distribute the OCIO Monitor Survey questionnaire to each of the contract monitors within OCIO." Will the Contractor receive copies of the completed OCIO Monitor Survey questionnaire either before or after the final performance determination is made?

Response: The detailed Government's process has not been defined at this time. The Government expects the process will include sufficient feedback to the contractor to enable an understanding of the Government's evaluation. **(NO CHANGE TO RFP)**

83. **RFP Reference:** Attachment J-5 2.1

Question: Ref. Attachment J-5, last bullet, p.J-5-2. "Cost control including accuracy of cost estimates and use of resources." As the MITS Contract is not a Task Order-based contract, what will the Government use as a quantitative baseline for quantifying the Contractor's cost performance? We suggest the Government consider the following matrix to assess Contractor cost performance.

Performance Objective	Performance Rating
5+% below cost objective	Excellent
2.5% - 5% below cost objective	Very Good
0% - 2.4% +/- variance from cost objective	Good
2.5 – 5% above cost objective	Fair
5+% above cost objective	Poor

Response: Cost control will be included in the OCIO monitor survey questionnaire and will be rated in accordance with the table that follows the referenced bullet. **(NO CHANGE TO RFP)**

84. **RFP Reference:** Attachment J-5 2.3.4.1

Question: Ref. Attachment J-5, Section 2.3.4.1, p.J-5-12. "Trouble ticket reporting requirements are defined in DRD 1292MA-006, Reports." There are no trouble ticket reporting requirements in DRD 1292MA-006. Please provide.

Response: Reference should have been DRD 1292MA-008, Reports. **(Changed Attachment J-5, Change reference from DRD 1292MA-006 Report to DRD 1292MA-008)**

85. **RFP Reference:** Attachment J-5 2.3.5.1

Question: In attachment J-5, paragraph 2.3.5.1 states that the fee percentage is 75% for uptimes less than 99.8% and greater than or equal to 99.5%. However, the provided data table shows a fee percentage of 50% for this range. Which fee percentage is correct?

Response: The table is correct but the referring text should state 50%. **(Changed Attachment J-5)**

86. **RFP Reference:** Attachment J-5 2.3.5.1

Question: Ref. Attachment J-5, Section 2.3.5.1, p. J-5-14. "2.3.5.1 System Availability (6%). The contractor shall ensure that all computing services are available. To earn 100% of the fee for this element, the contractor shall not fall below 99.8% uptime. To earn 75 percent of the fee, the Contractor shall not fall below 99.5% uptime. The contractor shall receive a 0 percent fee for total system uptime below 99.5%."

System Uptime Percentage	% of available fee
99.8 - 100	100%
99.5 - 99.7999	50%
<99.5	0%

Please clarify is the % of available fee 75% as indicated by the RFP text or 50% as indicated in the RFP table above.

Response: The table is correct but the referring text should state 50%. **(Changed Attachment J-5)**

87. **RFP Reference:** Attachment J-5 2.3.5.2

Question: In attachment J-5, paragraph 2.3.5.2 states that the fee percentage is 75% when on system does not return to service within 4 hours of ticket initiation. However, the provided data table shows a fee percentage of 50% for this range. Which fee percentage is correct?

Response: The table is correct but the referring text should state 50%. **(Changed Attachment J-5)**

88. **RFP Reference:** Attachment J-5

Question: Ref. Attachment J-5, p. J-5-1. “Due to dynamic Center commitments and changing priorities, the Government may issue a contract modification to revise the PRS prior to the start of any 6-month evaluation period.” To allow the Contractor an ample opportunity to make adjustment(s) to its ongoing operations to meet the potentially new PRS specifications, would the Government consider issuing a contract modification six (6) months prior to the start of any 6-month evaluation period?

Response: Contract modifications will be issued when appropriate. **(NO CHANGE TO RFP)**

89. **RFP Reference:** Attachment J-5

Question: Ref. Attachment J-5. Throughout Attachment J-5, there are references to systems, databases, and applications availability metrics. Since the MITS Contractor only has control of the applications, systems, and/or databases and not the infrastructure (e.g., local and wide area networks, data center, and the like), we ask the Government to consider including the following text in Attachment J-5 as appropriate: “The contractor shall maintain systems availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g., resources or services provided by other I3P contractors, force majeure, acts of terrorism, etc.).”

Response: Contractor will not be evaluated for items beyond their control. **(NO CHANGE TO RFP)**

90. **RFP Reference:** Attachment J-10 13.c and 13.d

Question: In Attachment J-10, DD Form 254, paragraph 13c and 13d, you indicate that the contractor is responsible for following NASA / NSA applicable CNSS directives and the location of the designated Crypto facility. Is it the government's

intent to include the COMSEC account responsibility in the MITS PWS; if so what specific PWS paragraph covers the COMSEC account? a. Will the government provide additional clarifying information regarding the size and scope of the COMSEC account, including the number / type of Crypto Keying materials and government-owned Crypto-Controlled Items, CCI items, ALC-1 – ALC-4 items, including a complete listing of the nature of this account (e.g., is maintenance performed on any cryptographic items?) and supporting customer base to allow the offerors to best estimate the level of effort required to support the requirement? b. What are the security requirements for employees working at MAF?

Response: No, the MSFC COMSEC accounts will be covered by the NASA Integrated Communications Services (NICS) acquisition. Employees working at MAF in support of MSFC/MITS are subject to the same requirements at MSFC. There is no requirement for security clearances for MITS personnel at MAF. **(NO CHANGE TO RFP)**

91. **RFP Reference:** L.30 Part I

Question: Requirement: The section reads that for the electronic copies in Word, “PDF format is acceptable for graphics and photos only. ... Text, tables, and graphics shall allow for copy and paste into other applications.” Question: Is it acceptable for graphics and photos to be in the form of .jpg files to allow for easier integration into Word?

Response: Yes **(NO CHANGE TO RFP)**

92. **RFP Reference:** L.30 Part I.b

Question: “CAOT and EPM Electronic only as stated below in paragraph c”
“Paragraph (c): “In addition to hard copies, two copies of each volume shall be prepared and submitted in Microsoft Word (Microsoft Windows version). Supporting cost information included in the proposal shall also be provided electronically in Microsoft Excel (Microsoft Windows version) spreadsheets. ... Supporting cost information included in the proposal shall also be provided electronically in Microsoft Excel spreadsheets. The cover sheet on each volume/copy shall indicate either “Original” or “Volume ___, Copy ___ of ___.” Question: Paragraph c mentions the electronic copy of the EPM in addition to the hardcopies. Should hardcopies of the EPM be delivered? If so, how many copies are required?

Response: No, CAOT and EPM are electronic only. **(NO CHANGE TO RFP)**

93. **RFP Reference:** L.30 Part I.d

Question: Section L.30 (d) [page L-16] states, “All applicable certifications contained in Section K must be completed and returned with Volume IV. Include the completed Model Contract and signed SF 33 in Volume IV. All required plans are to be included in Volume I.” Volume IV Instructions, Section L.34, paragraph one states, “Blocks 12 through 18 of the SF 33, the indicated Offeror required fill-ins in Sections B-K, and all required plans (as specified in section L) must be completed. Please clarify: 1) whether plans should be submitted in Volume I or Volume IV? 2) Also please specifically identify what “plans” are meant by “...all required plans (as specified in Section L)”. Does this mean the Attachments listed in Section L.35, List of Attachments to Section L? But again, should these Attachments be included in Volume IV, or in the Volume where they are identified?

Response: The plans that should be included in Volume I are the Safety and Health Plan and the Phase-In plan. The Attachments listed in L.35 are not plans. They are attachments to Section L as indicated. The referenced portions of the model contract are to be included in Volume IV in accordance with L.30 Part I d. The other attachments listed in L.35 are merely a table of contents for Section L attachments that were referenced elsewhere. **(NO CHANGE TO RFP)**

94. **RFP Reference:** L.30 Part II

“Accompanying matrix listing the one-to-one correspondence mapping between the government provided Labor Categories and Offeror’s Labor Categories” **Question:** We assume the subcontractors should also complete this matrix because they are also required to complete other portions of the staffing requirements. Is this assumption correct?

Response: Yes. **(NO CHANGE TO RFP)**

95. **RFP Reference:** L.30 Part II

Reference: L-30, General Instructions, Part II. Page Limitations, para (b) (Page L-18) “Use of non-standard text should be used only where appropriate. Non-standard text shall not be used to avoid the RFP page limitations (e.g., providing all information in table format using 8-point font).” **Question:** Does NASA / MSFC consider it appropriate to provide Past Performance reference information, as required in L.33, Volume III – Past Performance Proposal Instructions, para 1, on page L-43 & L-44, in table format using 8-point font?

Response: No. The Government has considered the request and determined the font size and type are sufficient. **(NO CHANGE TO RFP)**

96. **RFP Reference:** L.30 Part II.a

Requirement: Even though the requirement to return Form L-D as part of a self-assessment has been deleted, Form D-3 is still listed as excluded from page count for the Volume III page guidelines. **Question:** To verify, offerors are not required to submit Attachment D-3 as a self assessment, are they?

Response: Correct, Self assessment not required thus Attachment D-3 is not required. **(NO CHANGE TO RFP)**

97. **RFP Reference:** L.30.Part II.b

Foldouts count as an equivalent number of 8 1/2" x 11" pages and shall be printed on one side only. **Question:** Can 8 1/2" x 11" pages be printed on front and back?

Response: Yes, but that will count as 2 pages. **(NO CHANGE TO RFP)**

98. **RFP Reference:** L.30.Part II.b

Question: Part II (b) requires that graphics "shall use no smaller than 8-point type Times New Roman font". Using Times New Roman font for graphics will often make the graphics less readable. Request the Government allow other than Times New Roman font while maintaining minimum 8-point type.

Response: No. The Government has considered the request and determined the font size and type are sufficient. **(NO CHANGE TO RFP)**

99. **RFP Reference:** L.31.MT1g

("...copies of approvals or identification of any conditions, deficiencies, issues or problems...") **Question:** Are the required System Status copies in MT1g ("copies of approvals or identification of any conditions, deficiencies, issues or problems") exempted from the Mission Suitability page count?

Response: Requirement for copies of approvals has been deleted and the requirement to provide specific point of contact has been added. **(L.31.MT1g on page L-21 has been changed with this amendment)**

100. **RFP Reference:** L.31MT1g

Question: Section g. requires "identification of any reviews, copies of approvals or identification of any deficiencies, issues or problems." Depending on the number of systems, the copies of approvals or identification of any conditions, deficiencies, issues or problems could require many pages for response. This requirement is

currently in a page limited section which will reduce our available response space and negatively impact our proposal. Request the Government exclude the requirements for copies of approvals or identification of any conditions, deficiencies, issues or problems from the volume page limitations.

Response: See response to Question 99. **(L.31.MT1g on page L-21 has been changed with this amendment)**

101. **RFP Reference:** L.31 MT6

Reference: L.31 MT6 [pg L-24], Attachment J-1 PWS 2.6 [pg J-1-11 to J-1-14] & PWS 3.0 [pg J-1-16 to J-1-19] **Question:** Is it NASA's intent to address PWS 2.6 or PWS 3.0, or both, under MT6?

Response: MT6 requests the Contractor's proposed IT Security Approach for the entire contract (all PWS elements) which is most germane to PWS 2.6. **(NO CHANGE TO RFP)**

102. **RFP Reference:** L.31.MT6

Reference: L.31 MT6 [pg L-24] **Question:** What is the purpose of MT6?

Response: MT6 requests the Contractor's proposed IT Security Approach for the entire contract. **(NO CHANGE TO RFP)**

103. **RFP Reference:** L.31.MT8

Reference: L.31 MT8 [pg L-24], Attachment J-1 PWS 2.0 [pg J-1-8 to J-1-15] **Question:** Is it NASA's intent to address PWS 2.0 in MT8 Systems Management, or solely in MT1

Response: Aspects of PWS 2.0 will be evaluated in MT1 and MT8. **(NO CHANGE TO RFP)**

104. **RFP Reference:** L.31.ST1.b

Question: The Resume Form D1 requests salary information for the proposed key personnel in both proposed and previous positions. Offerors are often reluctant to provide cost data outside the Cost Volume for competitive reasons and individuals often restrict prior salary information disclosure due to privacy act provisions. Will the Government remove the salary information requirement from the resumes? The proposed position salary will still be a cost volume item.

Response: No. The salary information must be included in at least the original proposal copy and referenced in the copies. **(NO CHANGE TO RFP)**

105. **RFP Reference:** L.32.I

Question: The 1st sentence states: "The Offeror's Pricing Model (OPM) shall be time-phased by Offeror fiscal year, and separated by CLIN." Please clarify the CLIN periods as Section B does not identify the CLIN's. Question: Does the Government require the OPM pricing at PWS level 2 to match the Excel Pricing Model (EPM) or only at the Offeror's fiscal year level separated by CLIN? Please provide additional guidance on the Government's requirements for the OPM.

Response: No. OPM is based on Offerors accounting system which may not provide data at the PWS Level 2. **(Changed L.32.D Section 10)**

106. **RFP Reference:** L.32.4.c

Question: The BOE states the you shall address the following "Data to support cost volume labor rates, labor hours by skill, and other direct costs". Are we rationalizing and justifying the government plug numbers?

Response: No. This is for ODCs other than plug numbers. **(NO CHANGE TO RFP)**

107. **RFP Reference:** L.32.9

Question: The 4th sentence states: "In addition, provide overhead cost history for the prior three years and for the term of the contract." Reviewing the Attachment L-A1 Spreadsheet excel file, the Form CG only has columns for Prior Year 1 and Prior Year 2. Does the Government want the Offeror to insert a column for Prior Year 3? Please clarify.

Response: Yes **(Added Column for prior year 3 to L-A1, CG)**

108. **RFP Reference:** L.32.9.8

Question: The WYE Yearly Hours shows an additional 8 hours added to years 2010, 2012, 2013, 2014, and 2015. Our accounting calendar is based on a 4 week, 4 week, 5 week spread with a periodic 4 week, 4 week, 6 week as a catch up week to stay in sync with calendar years. The table below shows our normal accounting hours and the NASA WYE from page L-41. Is it acceptable to price the proposal using our normal accounting hours?

<u>Year</u>	<u>Accounting Hours</u>	<u>NASA Hours</u>
2010	2080	2088
2011	2080	2080
2012	2120	2088
2013	2080	2088
2014	2080	2088
2015	<u>2080</u>	<u>2088</u>
Total	12,582	12,582

Response: No, Offerors should be consistent with the WYE yearly hours shown in the RFP for determining total available productive and nonproductive hours in a contract year. Available hours by contract year have been added. **(Changed L.32.9.8 on page L-41)**

109. **RFP Reference:** L.32.A.2

Question: Reference Section L.32A.2—Work Breakdown Structure (WBS). Offerors are required to provide a total cost summary and cost by each PWS WBS element (to level 2) as depicted in Attachment J-13. Please confirm OPM is not required to show costs by WBS.

Response: OPM is based on Offerors accounting system which may not provide data at the PWS Level 2. **(NO CHANGE TO RFP)**

110. **RFP Reference:** L.32.A.6

Question: Reference Section L.32A.6—Major teaming partners/subcontractors are defined as "...a subcontract estimated to exceed \$5,000,000 in total value for the base period and all options." The total estimated value of this procurement yields a major subcontractor to be valued at less than 10%. Would the Government consider adjusting the threshold to define major teaming partners/subcontractors to "exceed \$5,000,000 in any or each performance period?"

Response: The threshold remains \$5,000,000 total value for the base period and all options. **(NO CHANGE TO RFP)**

111. **RFP Reference:** L.32.A.6

Question: Reference Section L.32A—Offeror's Pricing Model (OPM) shall be time-phased by Offeror fiscal year (pg. L-42) as well as summed to Form CA (based on Contract Year) (pg. L-38). The two periods are not parallel—Please define the "time-phased" requirement—does this mean costs by year. In addition, please define the contract line items (CLINs).

Response: Offeror shall provide mapping from OPM to EPM to show cost by contract year. **(Changed L.32.D Section 10)**

112. **RFP Reference:** L.32.B.4

“The Offeror shall not alter proposal electronic spreadsheet file formats except for lengthening forms as appropriate, adjusting column widths, or correcting obvious errors that would preclude the submission of an accurate proposal.” **Question:** Can the offeror reset page breaks and page orientation to improve readability for the printed file?

Response: Yes **(NO CHANGE TO RFP)**

113. **RFP Reference:** L.32.C.6

Question: This Table of Contents references two sections, 11 and 12 respectively. Comment: However, the detailed section instructions finished with section 10, and that is the “end of provision”. There are no detailed written instructions for section 11 and section 12. Please clarify.

Response: Instructions for Basis Of Estimate is in Section 4 on Page L-34 and instructions for Contractor Workforce Summary is in L-A5 and Section 9, Number 14 on Page L-42. For clarification, the title of part 1, section 4, "Basis of Estimate Summary" is changed to "Basis of Estimate." **(Changed L.32.D Section 4)**

114. **RFP Reference:** L.32.D.9

Instructions provided for CC and CD. L.32 Volume II - Cost Factor Volume Instructions, section 9 Paragraph 3. CC - “Please enter the labor category from the Offerors system” and CD - “Please indicate the average rate for each RFP category proposed using Form CC as a basis to develop that average”. Paragraph 3 Line 6 “The Offeror shall map the SLC to their proposed labor categories.” **Question:** Where does the offeror map their internal labor categories to the RFP positions and where does the offeror calculate the average rate? Is it acceptable to include this in the Offeror’s Pricing Model and input the average rate in Form CD?

Response: Form CD is for the mapping of the offerors internal labor categories to the Government provided categories. Yes, it is acceptable to include the offerors wage calculations in the Offerors OPM, and input average rate in Form CD. **(NO CHANGE TO RFP)**

115. **RFP Reference:** L.32.D.Section 10

Question: In Item L.32, Section 10, OPM, P. L-42, the instructions state that the OPM shall be time-phased by Offeror fiscal year and separated by CLIN. There are no CLINS identified in Section B. Does the Government want the costs separated by contract period as shown in Section B-1 or by some other method?

Response: Reference to CLIN will be deleted from Section 10 page L-42. Cost shall be provided by contract year as shown in Section B.1, paragraph b. **(Changed L.32.D Section 10)**

116. **RFP Reference:** L.32.D.Section 10

“The Offeror’s Pricing Model (OPM) shall be time-phased by Offeror fiscal year, and separated by CLIN.” **Question:** What is the CLIN Structure that should be used for the OPM?

Response: Reference to CLIN will be deleted from Section 10 page L-42. Cost shall be provided by contract year as shown in Section B.1, paragraph b. **(Changed L.32.D Section 10)**

117. **RFP Reference:** L.32.D.Section 10

Section 10 instructions refer to items being separated by ‘CLIN’. **Question:** There are no ‘CLINS’ noted in Section B of this solicitation. Please clarify.

Response: Contract is anticipated to have three CLINs. There will be one CLIN for the base period and one CLIN each for the two options. **(Changed L.32.D Section 10 and B.1)**

118. **RFP Reference:** L.33

Our Prime contractor has informed us that they cannot complete the past performance questionnaire because of a company policy that prohibits such action if the Prime and their Subcontractor are competitors on the same solicitation.

Question: If a Past Performance questionnaire is not returned because of our Prime’s policy, how will this affect the government’s rating of the citation? Will the government seek information from other sources in this case to validate the citation?

Question: In this situation, will the government allow an Offeror to submit a Past Performance Questionnaire to a qualified source (i.e., Customer or other person identified to appropriately complete the questionnaire) if the Offeror’s Prime Contractor is unwilling and unable to complete the questionnaire due to a company policy prohibiting such action?

Response: If a Past Performance questionnaire is not being returned because of a Prime's policy, it will not be considered favorable or unfavorable. Yes, the government may seek information from other sources. Yes, if the offeror demonstrates that the Prime Contractor would not respond, then the government would consider a past performance questionnaire submitted by an independent qualified source. **(NO CHANGE TO RFP)**

119. **RFP Reference:** L.33.1.b

Question: The information for the OSHA 300A form is recorded by site. Since offerors are required to submit seven (7) contract profiles that means offerors are likewise required to submit 7 OSHA 300A forms. Since the 7 forms would take up 23 of the 30 pages allocated for Volume III, are OSHA 300A forms excluded from page count?

Response: OSHA 300A Forms will be excluded from the Volume III page count. The OSHA 300A is only required to be submitted by contractor, not contract. Therefore each contractor will only be submitting one form per year. More than one form may be fitted on a page since the instructions portion is not required to remain on the submission. **(The RFP has been changed to exclude OSHA Form 300A from the page count limitation for Volume III.)**

120. **RFP Reference:** L.33.1.b

Question: Furthermore, the instructions indicate that "this information is applicable to any subcontractors proposed on this contract"; in other words, this would not just be the 7 contract references. Could either be a total of 10 forms (7 for the contract references and 3 for the subcontractors with no contract reference) or just 7 – one for each teammate?

Response: Refer to Question 119 response.

121. **RFP Reference:** L.33.1.b

Question: Based on the above scenario, the question then would be: how do we determine which contracts to provide the form for? With OSHA forms per contract required to encompass the past 3 years, including 7 contracts would require a minimum of 21 pages; accordingly, will MSFC please remove the OSHA forms from the page count limitations?

Response: Refer to Question 119 response

122. **RFP Reference:** L.33.1.b

On page L-17, under the column Volume Proposal Page Limit, it states that the Past Performance Factor is limited to 30 pages (firm). On page L-45, the second bullet down requires the submission by both the Offeror and subcontractors, OSHA Form 300A's for the past three (3) years. **Question:** Would the government consider excluding OSHA Form 300A's from the 30 page limitation for Volume III? With two (2) teammates and each 300A being one (1) page, this will equate to nine (9) pages towards the 30 page limitation.

Response: Refer to Question 119 response

123. **RFP Reference:** L.33.1.b

Question: Ref. Section L.33(1.) (b), 2nd bullet, p. L-45. "Provide the OSHA 300A, "Summary of Work-Related Injuries and Illnesses" for the past three years. This information is also applicable to any subcontractors proposed on this contract." The OSHA Form 300A is a Legal-size form that occupies two pages per form. With Volume III – Past Performance Factor having a maximum of 30 pages and an allowance of up to 7 past performance citations, the OSHA Form 300A may take up to 14 pages of the 30-page limited volume. Since the requested OSHA Form 300A is simply a statutory reporting form for the Government to validate Offerors' record of safety performance, would the Government consider excluding the submitted forms from the 30-page limit for the Past Performance volume?

Response: Refer to Question 119 response

124. **RFP Reference:** L.33.1.b

Question: Section 1.b requires offerors to "Provide the OSHA 300A, "Summary of Work-Related Injuries and Illnesses" for the past three years" for prime and subcontractors. Depending on the number of teammates, this could require many pages for response. This requirement is currently in a page limited section which will reduce our available response space and negatively impact our proposal. Request the Government exclude the requirements for copies of OSHA 300A from the volume page limitations.

Response: Refer to Question 119 response

125. **RFP Reference:** L.33.2 & L.33.3

Question: The Sample Past Performance Matrix, page L-46, shows PWS elements listed a "X.X". Does this indicate that the Past Performance Matrix needs to list PWS elements down to the 2-digit level? For example, 2.1, 2.1 ... 5.1, 5.2 etc. Or is

the sample matrix indicative of a format only and the PWS element should be a the 2.0, 3.0, 4.0, ... level?

Response: No, the X.X does not indicate the level of the PWS. This is left to the offeror's discretion. **(NO CHANGE TO RFP)**

126. **RFP Reference:** L.34

Question: Section L.34 paragraph 1 states "The signed SF33, all pages with the required fill-ins, and all of Section K (completed and signed) must be submitted with Offeror's proposal. The balance of the solicitation need not be returned unless the Offeror has made changes to other pages that will constitute part of the contract." Paragraph 2 states "The Offeror shall also complete the following sections of the RFP and include a complete copy of the RFP (Sections B-M plus Forms and Exhibits) in this volume following the SF33s." Please clarify whether the Model Contract to be submitted as part of Volume IV should consist only of the SF-33, required fill-ins, and Section K; or should it consist of the SF 33 and all Sections B-M?

Response: All of the Sections A-K need not be submitted. Only those parts that have fill-ins or that have had changes made by the offeror must be submitted. **(NO CHANGE TO RFP)**

127. **RFP Reference:** L.7 and L.31

L.7, Determination of Compensation Reasonableness. (1852.231-71) (Mar 1994)
Para (a) (Page L-3)

"The proposal shall include a total compensation plan....The total compensation plan shall include the salaries/wages, fringe benefits and leave programs proposed for each of these categories of labor..." L.31, ST3 Compensation Approach, para a. (Page L-26)

"The Offeror shall provide a Total Compensation Plan (TCP) in accordance with FAR 52.222-46, Evaluation of Compensation for Professional Employees, and NFS 1852.231-71, Determination of Compensation Reasonableness, that identifies and discusses wages, salaries, fringe benefits....." **Question 1:** Is it NASA's intent to include cost/pricing detail in the Mission Suitability Volume or should this information go in the Cost / Pricing Volume? **Question 2:** This salary / wage information is already required in the JD/Q forms. Is it necessary to repeat it in Section ST3, or can we reference the JD/Q forms?

Response: Q1: The compensation plan should be in accordance with FAR 52.222-46, Evaluation of Compensation for Professional Employees. **Q2:** Yes, it is necessary to repeat salary/wage information in Section ST3. **(NO CHANGE TO RFP)**

128. **RFP Reference:** L.D.Section 11

Question: Sections 11 and 12 The referenced table lists a Part 4 of the Cost Volume composed of Sections 11 and 12. However, Paragraph D starting on Page L-30, ends on Page L-42 and stops with Part # - Section 10. There are no details concerning Part 4 or Sections 11 and 12.

Response: Instructions for Basis Of Estimate is in Section 4 on Page L-34 and instructions for Contractor Workforce Summary is in L-A5 and Section 9, Number 14 on Page L-42. For clarification, the title of part 1, section 4, "Basis of Estimate Summary" is changed to "Basis of Estimate." **(Changed L.32.D Section 4)**

129. **RFP Reference:** L.D.Section 2

Question: Reference Section L.D-Section 2—Escalation. The term fiscal year is used to define the period for each escalation percentage. The year 2011 is part of Base Year 1 and Base Year 2; The year 2013 is part of Option 1 Yr 1 and Option 1 Yr 2; the year 2014 is part of Option 1 Yr 2 and Option 2 Yr 1. Does this mean to use the escalation percentages for each CONTRACT year? Please clarify how to incorporate the escalation rates (assuming they are applicable).

Response: No, the escalation percentages are by fiscal year. A blended escalation rate by contract year may be necessary in the EPM. **(NO CHANGE TO RFP)**

130. **RFP Reference:** Section L.30 Part 1 a

Question: Ref. Section L.30, Part I(a), p. L-14. "Volume I shall include a master table of contents (excluded from page limitations) for the entire proposal." Is the table of contents to be provided for Volume I limited to the contents of Volume I? If no, please clarify the Government's definition of "entire proposal."

Response: No, master table of contents will include all four (4) volumes. **(NO CHANGE TO RFP)**

131. **RFP Reference:** Section L.30 Part 1 a

Question: Ref. Section L.30, Part II, p. L-17. Would the Government consider excluding the following items from page count: Attachment L-D, Form D1; Attachment L-D, Form D2; and accompanying matrix?

Response: The Government has considered the request and determined the page limitation is sufficient **(NO CHANGE TO RFP)**

132. **RFP Reference:** Section L.30 Part II b

Question: Ref. Section L.30, Part II(b), p. L-18. “Non-standard text, including graphics, charts, tables, and callouts, shall use no smaller than 8-point type Times New Roman font.” Presentation of text in tables, charts, and graphics are more legible and aesthetically more appealing when contrasted with general narrative text by using font type of a different style in the proposal. Would the Government consider allowing the use of text type other than Times New Roman for tables, charts, graphics, and the like?

Response: The Government has considered the request and determined the font size and type are sufficient **(NO CHANGE TO RFP)**

133. **RFP Reference:** Section L.30 Part II f

Question: Ref. Section L.30, Part II(f), p. L-18. Would the Government allow the inclusion of a 2-page executive summary that is not page counted?

Response: No. Any executive summary is included in the page limitation. **(NO CHANGE TO RFP)**

134. **RFP Reference:** Section L.30 Part II f

Question: Ref. Section L.32(A)(2.), p. L-28. “The Offeror shall provide a total cost summary and cost by each PWS WBS element (to level 2) as depicted in Attachment J-13.” The aforementioned statement appears to conflict with Section L.32(D)(Section 4 – Basis of Estimate), p.L-34, which states, “The Offeror and proposed major subcontractors shall submit a separate BOE (shall be written to Level 3) part in the cost volume.” Please clarify if the Government wants the cost information to be presented by each PWS WBS element level 2 or 3.

Response: Cost information is required at WBS Level 2 per RFP. Basis of Estimate is required to WBS Level 3. **(NO CHANGE TO RFP)**

135. **RFP Reference:** Section L.32 A 6

Question: Ref. Section L.32(A)(6), p. L-29. “For cost volume purposes only, “subcontractors” shall include the definition of an Offeror’s interdivisional and/or intra-company effort and they are considered to be a “subcontractor” related effort. A major subcontract is defined as a subcontract estimated to exceed \$5,000,000 in total value for the base period and all options. Minor subcontractors are defined as those subcontractors having a total contract value less than \$5,000,000 for the

inclusive effort. Any subcontractor expected to exceed \$1,000,000 should also complete Cost Form L- A3.” Please clarify if all subcontractors who are expected to exceed \$1,000,000 in revenue should complete Cost Form L-A3 or only “major subcontractor” as defined above.

Response: All subcontractors expected to exceed \$1,000,000 (this includes those over \$5,000,000) in revenue should complete Cost Form L-A3. **(NO CHANGE TO RFP)**

136. **RFP Reference:** Section L.32 C 4

Question: Ref. Section L.32(C)(4.), p. L-31. “The Offeror including subcontractors shall provide a copy of their most recent disclosure statement, if applicable. In accordance with FAR Part 30, for any proposed large business teammate(s) or major subcontractor identify the Government Administrative Contracting Officer (ACO) responsible for determination, and date of adequacy determination, of each Disclosure Statement for the prime, teammate(s), and major subcontractors.” Please confirm for any proposed subcontractors who are CAS compliance and have their disclosure statement on file with their cognizant ACO, they do not have to include the actual disclosure statement with their proposal submission.

Response: Disclosure statements are required as stated in the RFP. **(NO CHANGE TO RFP)**

137. **RFP Reference:** Section L.32 D 3

Question: Ref. Section L.32(D)(3.), p. L-33. “These uniform rates of change for pricing purposes are for estimating purposes only; the government realizes the prevailing escalation rates during contract performance shall be utilized and implemented on a case by case basis for the appropriate labor market segment and labor skill levels.” Please define “prevailing escalation rates.” Additionally, please define the mechanism in which escalation rates will occur.

Response: The Government has established escalation rates as shown in Table L-5 on page L-39. If the offeror has determined a different rate, then they should propose, define, and justify it. The prevailing rate that the Government used was obtained from Global Insight. **(NO CHANGE TO RFP)**

138. **RFP Reference:** Section L.32 D 3

Question: Ref. Section L.32(D)(Section 4 – Basis of Estimate), p. L-34. “The Offeror and proposed major subcontractors shall submit a separate BOE (shall be written to Level 3) part in the cost volume.” If the Government requires a BOE

response at WBS Level 3, we assume Level 2 is acceptable for PWS elements such as PWS 2.0 (2.1 – 2.10) that do not have a Level 3.

Response: Yes. The assumption is correct. **(NO CHANGE TO RFP)**

139. **RFP Reference:** Section L.33

Question: In section L.33, item number 2, a sample past performance matrix is presented. Considering the number of PWS service areas (i.e. forty four) and that there can only be seven past performance references, will the government consider a reverse layout of this matrix so that the PWS service areas are down the first column and the past performance references are across the top?

Response: Yes. **(NO CHANGE TO RFP)**

140. **RFP Reference:** L.33

Question: In section L.33, item number 2, a sample past performance matrix is presented. Will the government please clarify the use of the term RT and their expectation on the level of WBS/PWS offerors are required and / or optional to report (e.g. 2.0, 3.0 vs. 2.0, 2.1, 2.2, 2.3, ... 3.0, 3.1, 3.2etc)?

Response: The Representative Task (RT) can be used when an effort cannot be directly attributable to a PWS element. Offerors should associate their relevant past performance experience to the appropriate PWS element at the level to which it applies. **(NO CHANGE TO RFP)**

141. **RFP Reference:** Section L.33 1a

Question: The past performance criteria states: If the Offeror does not have 7 contracts that exceed the values in the matrix above, then the Offeror may provide information on other relevant contracts. However, in no case will the total exceed 7 responses. Does this mean separate contract totals exceeding the value in the matrix or the contracts combined total.

Response: If an Offeror does not have 7 qualifying contracts, the Government will review past performance on other contracts below the requested thresholds that the Offeror deems relevant up to 7 contracts. Contract values are not totaled. **(NO CHANGE TO RFP)**

142. **RFP Reference:** L.7a

Question: Ref. Section L.7(a), p. L-3. "The total compensation plan shall include the salaries/wages, fringe benefits and leave programs proposed for each of these categories of labor." As the Mission Suitability Factor proposal cannot contain

specific pricing data such as direct labor, would the Government consider providing salary/wage “ranges” acceptable?

Response: Yes, the plan should be in accordance with FAR 52.222-46, Evaluation of Compensation for Professional Employees. **(NO CHANGE TO RFP)**

143. **RFP Reference:** L.ST3

Question: Does the Government wish to see a detailed summary of our Fringe Benefit policies and practices within the Total Compensation Plan, or may we refer to Attachment L-A3 which is included in the cost volume for a detailed discussion of our Fringe Benefit policies and practices?

Response: Please provide within the total compensation plan, do not refer to Attachment L-A3. **(NO CHANGE TO RFP)**

144. **RFP Reference:** L.ST3B

Question: The referenced paragraph states that the Fringe Policy Questionnaire should be included in the Cost Volume. However, the instructions for the format and content of the Cost Volume do not include any information concerning the completion of the Fringe Policy Questionnaire or the location of the Questionnaire in the Cost Volume.

Response: See Form L-A3 and ST3b page L-26. **(NO CHANGE TO RFP)**

145. **RFP Reference:** L.ST3B

Question: Is a Fringe Policy Questionnaire required for the Prime Contractor and each Subcontractor?

Response: Yes, the Fringe Policy Questionnaire is required in accordance with instructions L.32 A.6 on page L-29. **(NO CHANGE TO RFP)**

146. **RFP Reference:** L-41, paragraph 8

Question: Reference page L-41, paragraph 8. Can the government clarify its intent for placing the table marked “WYE yearly Hours?” Are these numbers to be transferred as the basis for Total Available Hours in each of the fiscal years covering the period of performance? Could the government also clarify the basis for 2088 determination?

Response: WYE yearly available hours are provided to the offeror for use in preparing their proposal. Yes, these are the basis for Total Available Hours.

Additional columns with contract yearly hours have been added. It varies by year.
(Changed L.32.9.8 page L-41)

147. **RFP Reference:** L-B

Question: Reference page L-B-7, paragraph 1.0. Can the government clarify under the PWS Cross-reference from UNITeS to MITS, NICS and EAST where Strategic Planning (current MITS PWS paragraph 2.2) falls with respect to allocation of projected work?

Response: MITS PWS Paragraph 2.2 is Financial Management. Strategic Planning, as shown in the matrix on L-B-7, is cross-referenced to 4.2.1 in the MITS PWS. **(NO CHANGE TO RFP)**

148. **RFP Reference:** L-B

Question: Reference Page L-B-14, UNITeS Approximate Productive Hours. Upon investigation and analysis, the historical productive hours under UNITeS provided for Calendar 08 within PWS paragraph 8.0 are less than the current staffing levels manned by the incumbent. Could the government help in clarifying the current requirements that would equal either current manning or historical data provided?

Response: Based on information provided in the RFP, the Government has not identified a discrepancy between hours provided and current level. **(NO CHANGE TO RFP)**

149. **RFP Reference:** L-B

Question: Reference Page L-B-14, UNITeS Approximate Productive Hours. Could the government clarify the relationship between OT and Regular hours? Under the current reporting system, do OT calculations begin (or are categorized) after work hours are exceeded at the “total available” or “productive” hours threshold? In large manned tasks such as Applications and Web Support, the delta between calculations using either is significant on total proposed price.

Response: No. Overtime hours for proposal purposes have been defined in L.32. **(NO CHANGE TO RFP)**

150. **RFP Reference:** L-B

Question: Can the government clarify their rationale whereby the government removed PWS 6.3 Test Area Support and PWS 5.6 MAF Facility Modeling, and the UNITeS Approximate Productive Hours on pages L-B-13 and 14 remained the same?

Response: The RFP has been corrected with this amendment. **(Changed hours in L-B-14)**

151. **RFP Reference:** L

Question: On page L-45, the RFP states, "This evaluation is against the NAISC provided on the proper's [proposer's] OSHA Form 300A." Please confirm that the evaluation is against the NAICS number provided on the proposer's OSHA Form 300A or explain what is really meant.

Response: Yes **(Corrected typo on L-45)**

152. **RFP Reference:** L

Question: Are the projected Wage escalations in Table L-2, stated in Government fiscal year? Since the contract year of 2/1 - 1/31 does not align with Gov. fiscal years 10/1 - 9/30, are we to develop and apply, for pricing purposes, a melded escalation rate in each year

Response: Yes **(NO CHANGE TO RFP)**

153. **RFP Reference:** L

Question: In what Volume and location within the Volume should the RFP Reference Matrix be placed?

Response: The RFP Reference Matrix should be included in Volume I after the Table of Contents. **(NO CHANGE TO RFP)**

154. **RFP Reference:** L-A1

Question: Form CG for overhead includes fringe additives and fringe benefits to compute overhead which is the correct way if fringe is included in overhead. Form CA asks for fringe additives and fringe benefits, if we have form CA read from CG for the overhead percentage it will be adding fringe additives and fringe benefits twice. Please clarify

Response: No formula was included in Form CA. Propose in accordance with the offeror's accounting system without duplication of costs. **(NO CHANGE TO RFP)**

155. **RFP Reference:** L-A1

Question: Do we submit a separate sheet for each productive year that we have? i.e. exempt vs. CBA

Response: No, include all productive years on Form CH and map to Form CC.
(NO CHANGE TO RFP)

156. **RFP Reference:** L.30 and L.31 MT2

On page L-17, under the column Page Guidelines, it states that the Phase-In Plan should not exceed 10 pages total. MT2 – Phase In states The Offeror shall describe their approach to the assumption of on-going work under the new contract ensuring completeness and continuity of operations and development. The Offeror's phase-in plan shall be fully described to include the phase-in time required (not to exceed 60 days), the method by which on-going work will be transitioned to the new contract with minimal impact, the extent to which incumbent personnel will be hired during phase-in period, their plan to recruit the remainder of the required workforce during the phase-in period, and any other issues deemed critical to a successful transition from the current contract to this follow-on effort. (See Provision L.11, Phase-In) The Offeror shall provide a comprehensive schedule of all phase-in activities leading to assumption of full responsibility It can be interpreted that item (b) above is the "Phase-In Plan" and is subject to the 10 page limitation. **Question:** Please clarify if only item (b) in MT2 is subject to the 10 page limitation shown in the table on page L-17 or if all items (a through c) are subject to the page limitation.

Response: All of the information requested for Phase-In, MT2, is subject to the 10 page guideline within the Volume I 255 page limitation. **(NO CHANGE TO RFP)**

157. **RFP Reference:** L-A1

Question: The Excel Pricing Model [EPM] spreadsheet allows staffing entries to be made at the 2nd level of the PWS only. The 1st levels of the PWS are roll-ups of the 2nd level entries. There are no provisions for staffing entries at the 1st level of the PWS. The 1st levels of the PWS are color coded green & contain roll-up functions, which preclude entry of staffing requirements at this level. **Question:** Several of the PWS elements show performance requirements at the 1st level of the PWS: i.e., PWS 2.0, 3.0, 4.0, & 7.0. Where is the Offeror to enter staffing to account for performance requirements at these 1st level PWS elements?

Response: If there is not a single appropriate 2nd level PWS element for the Staffing spread them among multiple elements. **(NO CHANGE TO RFP)**

158. **RFP Reference:** L-A1 L-A5 J-3

The Excel Pricing Model [EPM] of the final RFP added the positions of Supply Clerk I, Supply Clerk II, & Supply Clerk III. Supply Clerks I, II, & III are not listed in the SCA Wage Determination Positions at Attachment J-3 or Attachment L-C.

However, Supply Clerk II is shown as a CBA position at Attachment L-C [pg L-C-26]. **Question:** Is it NASA's intent that the Supply Clerks I, II, & III newly listed in the final RFP be CBA positions only?

Response: No. The "Supply Clerk I" and "Supply Clerk III" positions will be deleted from L-A1 and L-A5. **(Updated L-A1 and L-A5)**

159. **RFP Reference:** L-A3

Question: On Attachment L-A3 Fringe Policy Questionnaire, does the Portability of Benefits question under the Health Insurance section apply to the Retirement Plan section instead of the Health Insurance section of the Questionnaire?

Response: No. Portability of Benefits belongs under Health Insurance on Form L-A3. **(NO CHANGE TO RFP)**

160. **RFP Reference:** L-A3

Question: Reference: Dental Insurance - The last row on this page asks for "Employer Share \$" Question: The form indicates a 3 tiered plan for Dental Insurance (Employee, Employee + 1, Employee + Family) and asks for Employee and Employer cost share (\$) for each tier. There is an additional row that requests "Employer Share \$". To what does this apply?

Response: The optional line can be used for additional "Employer Share \$" if applicable to your specific dental insurance plan. **(NO CHANGE TO RFP)**

161. **RFP Reference:** L-A5

Question: Ref. Attachment L-A5. All worksheets reference Base Year 1. Should the "B1" and "B2" worksheets be titled "Base Year 1" and "Base Year 2"?

Response: Yes **(Changed L-A5)**

162. **RFP Reference:** L-A5

Question: Form L-A5 Contractor Workforce Summary: What is the intent of the "Summary Rollup" tab? Bases on the instruction on page L-42 we are to show total staffing by WBS on the tabs provided for each base and option year. Is the Summary Rollup supposed to add the 5 years (2 base and 3 options) together and show a total? Is the tab labeled "O2" suppose to be option 1 year 3?

Response: The Summary Rollup tab will be removed. No, there is no option 1 year 3; "O2" is Option 2" **(Changed L-A5)**

163. **RFP Reference:** L-B Table 7.1 and Table 7.3

Question: The Installation Provided Property List (Attachment J-8 of the RFP) does not have all of the Attachment L-B, Tables 7.1 and 7.3 items listed. Are the identified items that are on Tables 7.1 and 7.3 and not listed on the Installation Provided Property List going to be controlled IAGP for the MITS program?

Response: No, only the property listed in Tables 7.1 and 7.3 that are also listed in Attachment J-8 are controlled IAGP for the MITS program. See response to Questions 29 – 31. **(NO CHANGE TO RFP)**

164. **RFP Reference:** L-B

Attachment L-B (pages 13-14) depicts an approximation of the labor hours expended in CY 07 and CY 08. **Questions:** Are the hours presented in CY 08 for a full year? If so, why have the hours changed drastically from CY 07? Which CY year is a better representation of MITS expected hours?

Response: Yes the hours presented in CY08 are for a full year. NASA does not agree with the supposition that the hours changed drastically from CY07 to CY08. However, there was a temporary shift of build-out requirements within the 5.0 Telecommunications from the Marshall Campus to the MAF. **(NO CHANGE TO RFP)**

165. **RFP Reference:** L-B

Question: Ref. Attachment L-B - Voicemail period of warranty and covered maintenance. Since the Voicemail upgrade has not been completed some period of warranty will be covered during the time frame of this contract. Will the Voicemail maintenance be included in this proposal or has it been procured from the Voicemail installation contractor?

Response: No, cost of maintenance has been procured for the 1st year and is included for all years in the Government provided plug numbers. **(NO CHANGE TO RFP)**

166. **RFP Reference:** L-B

Question: Ref. Attachment L-B - Model and software of the Compunetix time clock switch. What are the model and software of the Compunetix time clock switch located at MAF?

Response: All available information has been provided in the RFP. **(NO CHANGE TO RFP)**

167. **RFP Reference:** L-B

Question: Is the MITS contractor going to be required to maintain property accountability for software listed in Table 7.2 entitled Summary by Operating System (MSFC Campus Servers) in Attachment L-B?

Response: No, only the property listed in Attachment J-8 is controlled IAGP for the MITS program. **(NO CHANGE TO RFP)**

168. **RFP Reference:** L-D

Question: On page L-D-7, the form states: For each contract selected, two separate assessments are required; an assessment by the appropriate Contracting Office (CO) and one by the cognizant COTR. On page L-D-9 the form itself implies each form is to be signed by both the CO and one of the following: COTR, COR, TM or Other, Question: Will the government please clarify if two separate questionnaires are required to be filled out; one (1) by the CO and one (1) by the COTR or other official for each citation? Or is the requirement for two assessments to be done on one (1) questionnaire that is filled out by both the CO and any one of the following: COTR, COR, TM or other official?

Response: Only one questionnaire will need to be completed for each contract. It is signed by both the CO and COTR (or other official). **(NO CHANGE TO RFP)**

169. **RFP Reference:** L-D

Job Description/Qualification Form (JD/Q) "Contractor Job Title – Enter your company job title if different from the SCA or CBA job title." **Question:** Can we interpret the meaning of the Contractor Job Title as any exempt job title proposed in the Excel Pricing Model that is not a CBA or SCA category?

Question: No. The "Contractor Job Title" is the job title used by the offeror in normal business operations. If the Contractor job title differs from those provided in the solicitation and SCA, the contractor job title shall be entered on the JD/Q. **(NO CHANGE TO RFP)**

170. **RFP Reference:** L-D

Job Description/Qualification Form (JD/Q) "Solicitation Job Title – Enter the job title identified in the solicitation at (Section L-ATT_C)." **Question:** Should the "Solicitation Job Title" be completed for each standard labor category proposed and listed in the Excel Pricing Model (EPM), or should this field only be completed for the SCA and CBA labor categories provided in Section L – Attachment C?

Response: This field should be completed for all labor categories contained in Section L-ATT_C. However, it does not have to be completed for the remaining categories listed in the EPM. **(NO CHANGE TO RFP)**

171. **RFP Reference:** L-D

Question: Reference Attachment L-D, Form D3 on page L-D-15. There seems to be no due date for submission of the completed evaluation. Can the Government please clarify its schedule for submission of questionnaires?

Response: It is a sample form letter. The due date is set forth in L.26. **(NO CHANGE TO RFP)**

172. **Question:** Are the 24 X 7 computer operators for the 4663 B and C wing data centers included in the scope of MITS?

Response: In reference to the management of the data center facilities, the answer is no. **(NO CHANGE TO RFP)**

173. **Question:** What does the government anticipate as the percentage of current facilities currently being supported/managed under the UNITEs contract to transfer responsibility to the Contractor under MITS?

Response: The requirements of MITS is a subset of the UNITEs contract. Facility space will be assigned to correspond with MITS requirements. **(NO CHANGE TO RFP)**

174. **Questions:** With the removal of Test Area Support (2 separate PWS areas) and MAF Facility Modeling, can the government provide the number of historical hours utilized under those subtask areas?

Response: RFP is corrected with this amendment. **(Changed L-B)**

175. **Question:** Within Asset Management, can the government provide an estimate of the percentage of transactions that were Agency versus Marshal Space Flight Center?

Response: The information on L-B-21 represents only Marshall data. No data provided for Agency. **(NO CHANGE TO RFP)**

176. **Question:** NASA has indicated that in accordance with the Contract Work Hours and Safety Standards Act, Premium Pay is one-and-one-half (1½) times the

employee's basic hourly rate of pay for all time worked over 40 hours per week. For employees that receive a shift premium or additive compensation for work performed on off-hour shifts other than normal duty hours, is the shift premium considered part of the employee's basic hourly rate?

Response: Yes, for example, an employee who receives a shift differential for working second shift, would have that shift premium as part of his or her basic rate of pay. If that same employee were to work into third shift, overtime pay would consist of 1 1/2 times the basic rate (which includes the premium for second shift work). **(NO CHANGE TO RFP)**

177. **Question:** Can the government please clarify: of the 120 systems in the scope of work, what is the breakdown regarding security posture. How many are high, medium, low, as of today. What is the goal for end of 2010: how many high, medium, and low?

Response: Currently, less than 10% are High and approximately 50% are Moderate. No major changes are anticipated in the number and categorization of systems. **(NO CHANGE TO RFP)**

178. **Question:** Does the risk management tool currently used by MSFC adequately address the complexity of MSFC's needs?

Response: The Government does not understand the question. **(NO CHANGE TO RFP)**

179. **Question:** Please confirm that we are to provide the OSHA Form 300A only for referenced contracts. a. Please tell me if that form is somewhere in the RFP.

Response: No. The form is completed by contractor and not by contract. **(NO CHANGE TO RFP)**

180. **RFP Reference: L.33 1.c**

Question: Please confirm that the requirement for information on labor unions and collective bargaining agreements is for referenced contracts only.

Response: Not only do we need the required information for your referenced contract activities under past performance, but we also need the information required at L.33 1.c. to include a summary of your corporate labor union relations and Collective Bargaining activities. **(NO CHANGE TO RFP)**